

Keefe, Brendan

From: Estes, Joel <Joel.Estes@cincinnati-oh.gov>
Sent: Thursday, May 09, 2013 1:59 PM
To: Keefe, Brendan
Subject: RE: Accreditation

[REDACTED] is a former E911 Call-Taker who left (resigned) and returned as a temporary employee. Because we were not sure if she was going to stay, we didn't schedule her for EMD training when we had full-time employees who needed it. About one month ago, she requested reinstatement but we haven't been able to bring her on due to the hiring freeze. Nevertheless, she is now scheduled for EMD training next month.

From: Keefe, Brendan [mailto:Brendan.Keefe@WCPO.com]
Sent: Thursday, May 09, 2013 1:51 PM
To: Estes, Joel
Subject: RE: Accreditation

Joel,

In your email this morning, you indicated "All of our E911 Call-Takers are EMD certified."

We have two sources saying the following:

"[REDACTED] is a 911 operator and hasn't had any of the training."

We have listened to several calls from [REDACTED] and she did not give pre-arrival instructions of any kind. Is she indeed a full time E911 operator; has she received full EMD training; and if so why isn't she giving pre-arrival or medical instruction?

Thanks again for the info lately. This is helping us show a more complete picture.

Brendan Keefe | I-Team Anchor & Chief Investigator | 9 News (Scripps/ABC) Cincinnati
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From: Estes, Joel [Joel.Estes@cincinnati-oh.gov]
Sent: Thursday, May 09, 2013 11:27 AM
To: Keefe, Brendan
Subject: RE: Accreditation

Connecticut was one of the first to require EMD which was one of the impetuses for my former PSAP to civilianize and consolidate. I would favor such a law, because I believe all callers deserve the best possible care as soon as possible. This is why we are striving to achieve this level of training for all of our personnel.

From: Keefe, Brendan [mailto:Brendan.Keefe@WCPO.com]
Sent: Thursday, May 09, 2013 11:20 AM
To: Estes, Joel
Subject: RE: Accreditation

Thank you Joel. This is very helpful, and gives us a clearer picture of the operation.

After I sent my notes last night, I discovered many states now require EMD as a matter of law, and more are added on a regular basis (such as West Virginia). According to this site, Connecticut is included:
<http://psc.apcointl.org/2010/09/01/state-training-certification-survey/>

Would you favor such a law in Ohio?

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From: Estes, Joel [Joel.Estes@cincinnati-oh.gov]
Sent: Thursday, May 09, 2013 11:10 AM
To: Keefe, Brendan
Subject: RE: Accreditation

The ECC, because it is still affiliated with the Cincinnati Police Department, is CALEA accredited. We are not NAED accredited because we have not yet been able to get everyone EMD certified. When we complete the EMD certification process, we will likely seek NAED accreditation.

Regarding the training of call-takers on 4/3/13, we break up the call-taking over a 24 hour period into 24 four-hour blocks. During that time, 21 of the blocks were occupied by EMD certified call-takers, and 3 were not certified.

All of our E911 Call-Takers are EMD certified, all of our supervisors are EMD certified, and all but six of our Dispatchers are EMD certified. We have a total of 91 employees currently assigned to floor operations and 85 have the certification. The only employees not allowed to provide EMD services are those who are not certified. The shadowing is provided to those who are certified but wished to receive additional training. Not all who are certified and providing EMD services have received this training because it is not required. We currently have 17 certified EMD Dispatchers who have not received the shadowing.

The Pro-QA training is specific to the EMD software that we use, but it is not required to provide EMD services. A person who is EMD certified but who has no training on the software can still provide EMD instructions by utilizing the EMD card set which is located at every call-taker position. We have some call-takers who have received the Pro-QA training but prefer the card-sets and that's how they provide the instructions.

Finally, please recall that before we started the consolidation process the only EMD certified personnel were the 14 Fire Dispatchers who were spread out over three shifts. At that time, every medical call had to be transferred in order for a caller to receive EMD services and this delayed the service. And a caller only received EMD services if a Fire Dispatcher was available to help them.

Joel Estes

From: Keefe, Brendan [<mailto:Brendan.Keefe@WCPO.com>]
Sent: Wednesday, May 08, 2013 11:20 PM
To: Estes, Joel
Subject: Accreditation

Joel,

Is the Cincinnati ECC accredited (other than the APCO-approved training program you mentioned)?

Does the ECC have or are you planning to seek NAED accreditation? (National Academy of Emergency Medical Dispatch)

Thanks...

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